

Quick Reference Buying Guide

- Advertising, Marketing and Public Relations Services
GSA MAS 541
- Document Handling, Audio, Video and Subscription Services
GSA MAS 36, GSA MAS 58 I and GSA MAS 76
- Energy Management Services
GSA MAS 03FAC
- Environmental Services
GSA MAS 899
- Facility, Maintenance, Repair and Operations Services
GSA MAS 03FAC
- Financial and Business Solutions
GSA MAS 520
- Furniture Management Services
GSA MAS 71 II K
- Human Resources and EEO Services
GSA MAS 738 X
- Language, Translation and Interpretation Services
GSA MAS 738 II
- Law Enforcement and Security Services
GSA MAS 84
- Logistics, Warehousing and Distribution Services
GSA MAS 874 V
- Management and Operational Consulting
GSA MAS 874
- Medical Staffing, Laboratory Testing and Services
GSA MAS 66
- Photographic Printers and Related Services
GSA MAS 67
- Professional Engineering Services
GSA MAS 871
- Temporary Administration and Professional Staffing
GSA MAS 736
- Training Services
GSA MAS 69
- Personal Property Management
GSAXcess®
- GSA SmartPay® Card Services
GSA SmartPay®

Want to Learn More?

For more information about GSA's Service Solutions, contact a customer service representative at **(800) 488-3111** or visit **www.gsa.gov/fasservices**

For general information on purchasing services under GSA's Multiple Award Schedules Program, visit GSA's Schedules eLibrary **www.gsa.gov/elibrary** or eBuy **www.gsa.gov/ebuy**

For more information about facility, maintenance and management, contact GSA's Center for Facilities Management and Hardware at **(816) 926-6760** or visit **www.gsa.gov/cfmh**

For more information about temporary administrative and professional staffing; advertising and integrated marketing solutions; total solutions for law enforcement, security, facilities management, fire rescue, clothing, marine craft and emergency/disaster response; or medical staffing, laboratory testing and services, contact GSA's Greater Southwest Acquisition Center at **(817) 574-2660** or visit **www.gsa.gov/generalproducts**

For more information about office, imaging and document solutions or comprehensive furniture management services, contact the National Furniture Center at **(703) 605-9300** or visit **www.gsa.gov/furniture**

For more information about language services; mission-oriented business integrated services; professional engineering services; logistics worldwide; or environmental services, contact GSA's Management Services Center at **(800) 241-7246** or visit **www.gsa.gov/mgmtservices**

For more information about training aids and devices, instructor-led training, course development and test administration; photographic equipment—cameras, photographic printers and related services; or human resources and EEO services, contact GSA's Office Supplies and Administrative Services Center at **(212) 264-0868** or visit **www.gsa.gov/osas**

For more information about financial and business solutions, contact GSA's Center for Services Acquisition at **(703) 605-2820** or visit **www.gsa.gov/servicesacquisitioncenter**

For more information about GSA SmartPay®, call **(703) 605-2825** or visit **www.gsa.gov/gsmartpay**

For more information about Personal Property Management (Utilization, Donation and Sale), contact GSA Personal Property at **(703) 605-5610** or visit or **www.GSAuctions.gov** or **www.gsa.gov/gsxaccess**

Increasing the Effectiveness of Your Mission

Everywhere in government today the job remains the same—**increase efficiency and effectiveness in pursuit of your mission. But with an emphasis on downsizing, agencies face having to do more with less. A shift in workforce demographics and departmental reorganizations add to operational challenges throughout the federal marketplace. At the General Services Administration (GSA), we stand ready to help you succeed. Whether your needs are great or small, we make it easy to get the services your mission requires—from administrative and technical support to scientists and engineers across diverse disciplines. With the right vendors, pricing, terms and conditions and protection in place, we help you attain optimum value while maximizing competition to remain compliant under federal regulations, policies and laws. Our pre-qualified vendors represent a broad spectrum of best-in-class service providers—available to you as you need them. When your mission demands results, turn to us. We enhance your capacity for success.**



U.S. General Services Administration

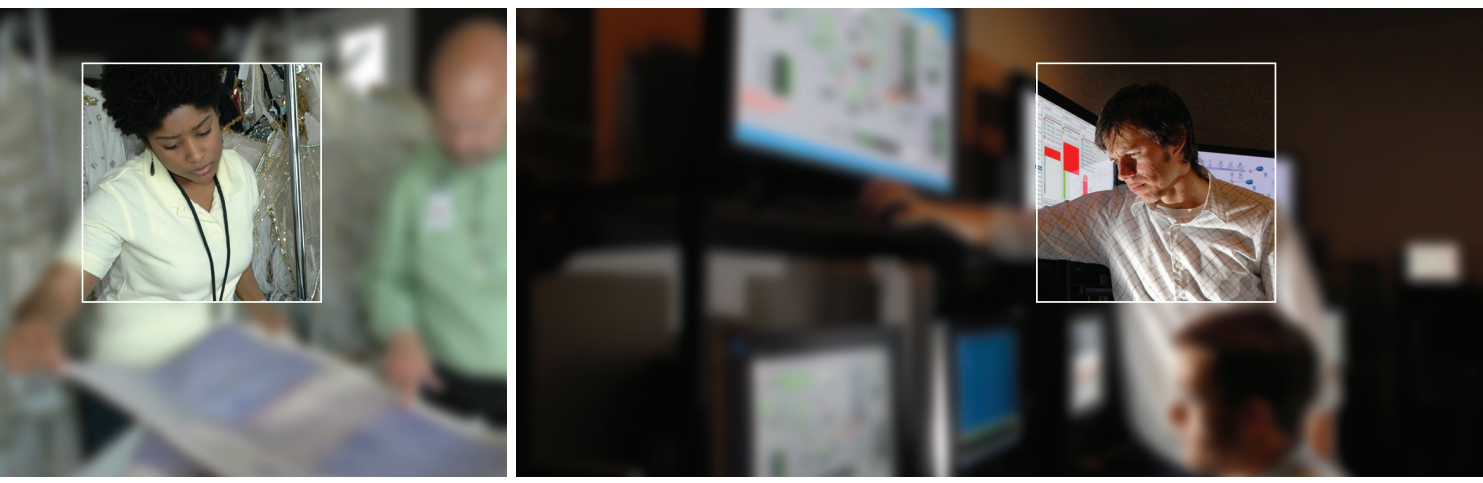
Service Solutions

When expert assistance makes a difference

Proudly Serving America's Needs

The General Services Administration (GSA) is the only federal agency whose sole purpose is to help government acquire products and services to support our national priorities. From securing the homeland, controlling wildfires, and protecting the environment to helping government operate more efficiently, GSA is a catalyst for nearly \$66 billion in federal spending. We also influence the management of federal assets valued at nearly \$500 billion, including more than 8,500 government owned and leased buildings, an interagency fleet of more than 210,000 vehicles, and technology programs and products ranging from laptop computers to network systems.

As an integral part of GSA, the Federal Acquisition Service (FAS) possesses unmatched capabilities to support any given mission across government. We accomplish this through dedication and teamwork, regardless of the size of the challenge. With unmatched government procurement experience and unequalled purchasing power, we provide access to a continuum of solutions ranging from products and services to technology, motor vehicle management, travel and transportation. Combined with myriad methods of procurement and powerful online resources, we consistently deliver exceptional value to our customers, partners and taxpayers alike.



One Country. One Mission. One Source.

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GSA provides access to a broad spectrum of pre-qualified, best-in-class services available to you as you need them to support your mission's success.

Services Tailored for Each Mission

Whether you're launching a new satellite, auditing an asset portfolio, communicating key messages, designing an integrated logistics system or pursuing solutions to advance energy strategies and protect our environment, GSA is likely to have the resources to meet your exact requirements. If your need is smaller in scale or more specialized in nature, you'll find services and solutions tailored to your needs too, right here. With GSA, you decide which service provider best suits your needs from among thousands of proven sources. From there, you'll have a direct relationship with vendors to manage professional service delivery. Our job is to provide compliant, responsive, cost-effective access to the services that will help you respond to your mission's demands.

Advertising, Marketing and Public Relations Services

How will you communicate with the public or other constituencies? Affect a shift in opinion? Leverage the Internet? Or understand the issues and needs of your target audiences? GSA provides access to professional communications and marketing services that have the answers. Among the technical disciplines offered are advertising; public relations; Web-based marketing; market research and analysis; video/film production services; exhibit design and implementation; conference, events and tradeshow planning; commercial photography; commercial art and graphic design; and integrated marketing.

Document Handling, Audio, Video and Subscription Services

If your agency needs to produce new documents and multimedia, or destroy them, GSA is your direct line to relevant services. Our contractors provide a full array of support for education and training, records management, document production and conversion, document and multimedia destruction, mail room management and ergonomics, list management and more.

Energy Management Services

The demands for efficient, environmentally responsive solutions are on the rise. That's why you'll find a world of effective energy management solutions available through GSA. We've partnered with proven contractors to provide you with comprehensive program support, from selecting the right energy strategy to conducting energy audits, sourcing energy products and supplies (including renewable energy) and accessing emergency options.

Environmental Services

The environment is one of the most important issues of our time, which means access to professional environmental services is a vital agency requirement. GSA offers direct access to the service providers that can make a difference. Some of the services available through GSA include environmental planning, compliance audits and plans, occupational training, waste management, reclamation, recycling and disposal, geographic information and hazardous material management and remediation.

Facility, Maintenance, Repair and Operations Services

When you need complete facilities maintenance, management support or specialized services like planting trees on federal grounds or improving pest control, GSA has you covered. Whether your mission is large or small, we make it easy to access services for electrical and utility repair, elevator inspection, elevator and escalator maintenance, facilities maintenance and management, fire alarm maintenance, fire suppression system maintenance, grounds maintenance, HVAC maintenance and repair, pest control and preparation and painting of aircraft, ships and equipment.

Financial and Business Solutions

How an agency allocates resources, manages assets, conducts audits and communicates performance is all part of the day-to-day reality of fiscal responsibility. To address increasing demand for more financial information, turn to GSA and find expert financial services to thoroughly address the needs of the federal financial community. Included in our offerings are three BPAs for Credit Monitoring Services to quickly assist federal agencies react to a data breach. We also recently added several new offerings including Risk Assessment and Mitigation Services, Independent Risk Analysis, Data Breach Analysis, Comprehensive Protection Solutions and Program Management Services.

Furniture Management Services

Creating the ideal work environment can take on endless dimensions. Turn to us for help designing and configuring your work space. Whether you're looking for a complete turnkey integrated solution or want to restore existing furniture, GSA has the solution you need—from furniture consultations and product specifications to warehousing and furniture inventory services, project management, reconfiguration/relocation management, packaged environments, furniture design/layout and assets maintenance and management.

Human Resources and EEO Services

From recruiting new talent to providing hands-on training, investigating complaints and taking disciplinary action, you'll find all the support you need to address human capital challenges of all kinds. We extend your reach and resources to effectively support staff and supervisors alike.

Language, Translation and Interpretation Services

While the demand for specialized language services is unique to agencies based on their mission, the need for proficient foreign language support is global and demand for such services is increasing. GSA's language solutions

can provide linguists and an array of language support services to facilitate global communication. Services include the translation of written material, interpretation of oral communication, foreign language and cultural training in hundreds of different languages and dialects worldwide.

Law Enforcement and Security Services

Whether your aim is protecting our ports, patrolling our buildings and parks or preventing crime, there's only one source for all the services your mission needs. Turn to GSA to find solutions to your requirements for professional security, facilities management and guard services.

Logistics, Warehousing and Distribution Services

Logistically speaking, government has requirements of global dimensions and scale. Whether you need to reinvent your supply chain, find turnkey base operations support or gain access to specialized services such as aircraft maintenance, equipment maintenance and repair, top logistics service providers are on board to help. GSA's access to services extends to supply and value chain management, acquisition logistics, distribution and transportation logistics, deployment logistics, logistics training, support products, and operations and maintenance.

Management and Operational Consulting

Integrated business solutions are a daily requirement in government, as is the need to address important mandates for change. GSA provides government with the requisite expertise to respond to these challenges through a broad range of solutions including consulting, facilitation, acquisition management support, project management, surveying, training and support products.

Medical Staffing, Laboratory Testing and Services

The field of medicine and analytical testing are critical to the well-being, safety and security of Americans throughout the world. Whether your needs are driven by saving lives, preventive maintenance or quality assurance, GSA can help you access solutions ranging from temporary administrative and clerical support staff to mechanical, chemical, electrical and geophysical testing services and beyond.

Photographic Printers and Related Services

Picture the latest technology and the broadest range of photographic solutions and you'll see the value of working with GSA. You can easily acquire photographic film and imaging/digital services as well as multimedia duplication, conversion services and comprehensive photo lab services.

Equally important, all contractors in this category are small businesses, making it easier to meet socioeconomic goals and respond to small business set-aside projects.

Professional Engineering Services

Build on the best commercial knowledge by accessing professional engineering services from today's leading organizations. From concept studies to complete design and integrated logistics to test and evaluation, GSA provides easy access to professional contractors with expertise in various engineering disciplines including mechanical, electrical, chemical and civil engineering as well as sub-disciplines such as aerospace, nuclear, bioengineering and marine architecture.

Temporary Administration and Professional Staffing

Need help right away? Proven temporary staff—ranging from secretaries and accounting clerks to attorneys—are available in as little as one day. Choose from various occupations such as administrative and clerical support, automatic data processing, general services and support, information and arts and technical and professional staffing. Contractors are all small business set-aside concerns to help you meet socioeconomic goals and maximize taxpayer dollars.

Training Services

How do you keep staff at the top of their game and ready to address the demands of your mission? Expert training solutions from GSA's cadre of experienced education and training contractors are the answer. Areas of training range from computer technologies and engineering to law enforcement, security and other areas importance to your agency. Services include training aids and devices, prepared printed instructional materials, prepared audio and visual instructional materials, instructor-led training, core development and test administration and contracting curriculum core.

GSA SmartPay® Card Services

Paying for goods and services has never been easier or safer since GSA launched its GSA SmartPay® Card program. As the federal government's official charge card program, GSA SmartPay® provides a convenient method of paying for commercial products and services of all kinds as well as travel-related and fleet expenses. GSA has awarded the contract for the follow-on program—GSA SmartPay® 2, effective November 30, 2008. Visit our Web site for additional information on the current and future contracts. www.gsa.gov/gsmartpay

Personal Property Management Utilization and Donation

While the demand for new products and supplies keeps rising, so does the need to dispose of excess government owned personal property that is no longer required and is designated as surplus. Turn to GSA for help meeting your mission's requirements. Our services include internal screening and reassignment of excess property, utilization of excess personal property, donation or sale and abandonment or destruction.

GSA makes it easy to report, search and select excess property through GSAXcess®, our Web-enabled platform that allows authorized government users to post excess product reports. GSAXcess® organizes products into user friendly groups so search and selection is click-through convenient. You can look at product by state/territory too, or find out if excess product is available for transfer or donation. We can also provide guidance on how to handle gifts from the public or foreign entities as well as property requiring special handling such as controlled substances, demilitarized equipment, firearms and more at www.gsa.gov/gsaxcess

Sales

GSA also offers sales services to all federal agencies, including the latest e-tool available, the Internet. GSA Auctions® (www.GSAAuctions.gov) is our own Web-based auction service that sells government owned personal property to the general public. As the only Sales Center approved by OMB to sell all commodities of surplus, forfeited and exchange sale assets nationwide, GSA offers value to federal agencies and to the American taxpayers by ensuring maximum visibility of property offered for sale and maximizing the government's net proceeds from asset sales. www.GSAAuctions.gov

Multiple Paths to Procurement

As stewards of our national interests, access to mission-critical services is paramount to success. Speed, quality and selection are equally important considerations—as are procurement expertise and know-how. In today's constantly evolving federal marketplace the adage “one size fits all” doesn't apply, especially when the scope and complexity of acquisitions can vary significantly. Our flexible approach to procurement offers customers the option of unassisted or assisted services. Customers that prefer to buy directly from a vendor (unassisted service) can use GSA's Multiple Award Schedules Program. Alternatively, those customers that want assisted services can request that GSA manage the entire procurement process.

Buy from a GSA Vendor

Under GSA's Multiple Award Schedules Program, customers place orders directly with pre-qualified service providers or through GSAAdvantage®, our online shopping and ordering system. As a result, all customers, even those in remote locations, can order the services they need conveniently and at most-favored customer prices. The program also offers the potential benefits of shorter lead times, lower administrative costs and reduced inventories while helping customers meet small business goals and ensuring compliance with federal, environmental and socioeconomic regulations.

Before making a purchase through GSA's Multiple Award Schedules Program be sure to explore our innovative collection of online resources. Easy to use tools such as Schedules eLibrary and eBay streamline the purchasing process by providing helpful information that strengthens strategic decision-making. It is important to note that all products available through the GSA Multiple Award Schedules Program are pre-negotiated with “ceiling” pricing, enabling you to negotiate pricing to meet your unique needs.

GSA also offers Blanket Purchase Agreements (BPAs) for customers with recurring needs. BPAs, which can be established in connection with any Schedule under GSA's Multiple Award Schedules Program, offer additional cost discounts and a faster buying process to minimize paperwork.

Let GSA Manage the Acquisition

When GSA manages the acquisition, we combine key GSA resources with expert technical, financial, and contract services to provide customized, scalable support throughout the project lifecycle. Our trained staff comprises certified contracting, project management, and financial management professionals located throughout the United States, Europe and Asia.

For a nominal fee, GSA will help you plan, direct, and manage a wide range of acquisitions—from simple purchases to complex projects. Working through Interagency Agreements (known as Memorandums of Understanding), we establish the service level expectation, schedule, and funding mechanism. The full-service and far-reaching nature of our capabilities allows for support on a short- or long-term basis, for strategic or transactional projects. GSA can even provide staff on-site with you to ensure your mission's needs are met.

